

PSJ11 CVS Opp Exh 14

**CVS Logistics**  
**DC Suspicious Order Monitoring**  
**June 16, 2014**

**Project Timeline**

<b>Date</b>	<b>Milestone</b>	<b>Status</b>
05/31	Finalize business requirements, and design/build algorithms	Complete
09/20	IT Build and Test	Complete
12/24	User Acceptance Testing (originally 11/15)	Complete
02/07	Training, Documentation (originally 11/15)	Complete
07/07	Roll Out	In Process

**Deployment**

- Currently mid-deployment with 12 of 19 DCs deployed and live on the new SOM

<b>DC</b>	<b>Current Go Live</b>
Indianapolis	3/3/2014
Orlando	3/17/2014
Vero Beach	3/24/2014
Patterson	3/24/2014
La Habra	4/7/2014
Novi	4/7/2014
Somerset	4/14/2014
Phoenix	4/14/2014
Hawaii	4/14/2014
Chemung	6/16/2014
Ennis	6/16/2014
Conroe	6/16/2014
Knoxville	6/23/2014
Bessemer	6/23/2014
North Augusta	6/30/2014
Fredericksburg	6/30/2014
Lumberton	7/7/2014
Woonsocket	7/7/2014
Puerto Rico	7/7/2014

- Deployment has resumed effective June 13<sup>th</sup>
- Deployment was delayed due to system processing and data feed issues that created SOM historical data inaccuracy
  - Creating additional false positives that are stretching the SOM review team bandwidth
- IT processing issues were identified and rectified
- SOM history was updated on Saturday June 7<sup>th</sup>

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**SOM Operations**

- Since deployment begin on March 1<sup>st</sup>, the review team has completed due diligence on almost 10,000 orders (store/drug class)
- Since deployment, the review team has flagged 5 orders as suspicious orders, stopped shipping the drug class to the stores and notified DEA
- Partnering with IT to address user identified opportunities
  - Missing/repeated information in listed chemical output reports
  - Improved dispensing reports/data access
  - Redesign auto-block feature for Friday night and Saturday night order runs – creates artificial blocks – process efficiency and improved product flow
- Partnering with IT to develop business requirements for phase 2 rollout; phase 2 enhancements are required system enhancements and functionality that were unable to be implemented at initial deployment
  - Feed dispensing data into algorithm output files – part of original design -efficiency opportunity due to Micro Strategy run times
  - Process to capture and run new mid-day orders (late stores, polling issues) – control improvement
  - Step 2 output for watch stores and/or on ad hoc or as needed basis – monitoring and flexibility improvement
  - Implement CICS screens to manage model input tables and thresholds - control improvement
  - Create unique identifier for DCs to recognize released SOM orders in mid-day pass – process improvement for DCs
  - Addition of incremental data elements to output reports – due diligence improvement

**SOM Staffing**

- Enacting staffing alternatives to increase review team capacity
  - Attempting to repurpose existing position (LOA) onto SOM Team
  - Training back up staffing from within Logistics Planning

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